



# California Commission on Teacher Credentialing

## EXAMINATION

### STAFF SERVICES MANAGER I

#### DEPARTMENTAL PROMOTIONAL

#### FILING INSTRUCTIONS

FILE BY MAIL OR IN PERSON WITH:

California Commission on Teacher Credentialing  
Office of Human Resources  
1900 Capitol Avenue  
Sacramento, CA 95814-4213  
ATTN: Maureen Henkelman

#### DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.

Applications may be obtained at the State Personnel Board, the California Commission on Teacher Credentialing, or the Internet at [www.spb.ca.gov/jobsrd.cfm](http://www.spb.ca.gov/jobsrd.cfm).

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

#### WHO MAY APPLY

Applicants must have a permanent civil service appointment with the California Commission on Teacher Credentialing by the final filing date.

#### FINAL FILING DATE

**May 25, 2006**

All applicants must submit an Application (STD 678) no later than the final filing date. Applications personally delivered or received via interoffice mail **after 5:00 p.m. on the final filing date will not be accepted for any reason. Applications and/or resumes submitted via facsimile (FAX) machines or electronically mailed (e-mail) will not be accepted.**

#### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Question 2 on the "Examination Application". You will be contacted to make special arrangements.

#### EXAMINATION PLAN

This examination will consist of a Qualifications Appraisal Interview, weighted 100% that may include pre-exposed interview questions, presentations, oral reports, role-playing exercises, in-basket activity or preparation of written materials. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. Candidates who do not appear for the interview will be disqualified.

**QUALIFICATIONS APPRAISAL:** It is anticipated that interviews will be held during June/July 2006.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out their application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven year limit printed on the applications. Supplementary information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

**ELIGIBLE LIST  
INFORMATION**

A departmental promotional list will be established and used to fill vacancies at the California Commission on Teacher Credentialing. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**SALARY RANGE**

\$4746 - \$5726

**REQUIREMENTS FOR  
ADMITTANCE TO THE  
EXAMINATION**

It is your responsibility to make sure you meet the education and/or experience requirements stated below by the final filing date. Your signature on your application indicates you have read, understood and possess the basic qualifications required. **All applications/resumes must include: "to" and "from" dates (month/day/year); time base (full-time/part-time/number of hours per week/month); and civil service class titles where applicable. Applications/resumes received without this information will be rejected.**

**MINIMUM  
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**Either I**

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

**Or II**

Experience: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California State service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience, more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.)

**And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**SPECIAL PERSONAL  
REQUIREMENTS**

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**POSITION DESCRIPTION**

The Staff Services Manager I is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting, or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff. On rare occasions, positions at this level may function as project leaders, coordinating the work of others through task force type organizations. This leadership role must be accompanied by a role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

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**INTERVIEW SCOPE**

The interview may test one or more of the following:

**Knowledge of:**

1. Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas.
2. Principles and practices of employee supervision, development, and training.
3. Program management.
4. Formal and informal aspects of the legislative process.
5. The administration and department's goals and policies.
6. Governmental functions and organization at the State and local level.
7. Department's Equal Employment Opportunity program objectives.
8. A manager's role in the Equal Employment Opportunity program and the processes available to meet equal Employment Opportunity objectives.

**Ability to:**

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.
2. Develop and evaluate alternatives.
3. Analyze data and present ideas and information effectively both orally and in writing.
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
5. Gain and maintain the confidence and cooperation of those contacted during the course of work.
6. Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies.
7. Manage a complex Staff Services program.
8. Establish and maintain project priorities.
9. Develop and effectively utilize all available resources.
10. Effectively contribute to the Department's Equal Employment Opportunity objectives.

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**CAREER CREDITS**

Career credits do not apply.

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**VETERANS' PREFERENCE**

Veterans' preference credit is not granted in promotional examinations.

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**INQUIRIES ABOUT  
THIS EXAMINATION**

All inquiries about this examination should be directed to Maureen Henkelman at (916) 324-3937.

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## GENERAL INFORMATION

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

**THE CALIFORNIA COMMISSION ON TEACHER CREDENTIALING** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the California Commission on Teacher Credentialing, Human Resources Section, (916) 324-3937, two weeks after filing his/her application if he/she has not received a progress notice.

**IF A CANDIDATE'S NOTICE** of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error; he/she will be rescheduled upon written request.

**EXAMINATION APPLICATIONS** (STD 678) are available at the State Personnel Board, the California Commission on Teacher Credentialing, and on the Internet at [www.spb.ca.gov/jobsrd.cfm](http://www.spb.ca.gov/jobsrd.cfm).

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. Fingerprint check may be required.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**PROMOTIONAL EXAMINATIONS ONLY:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the CCTC's, Office of Human Resources or at the Information Counter of the State Personnel Board.

**HIGH SCHOOL EQUIVALENCE:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, ETHNICITY, NATIONAL ORIGIN, ANCESTRY, GENDER, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.**

**IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.**

### Policy of Nondiscrimination on the Basis of Disability and Equal Employment Opportunity Statement

The California Commission on Teacher Credentialing does not discriminate on the basis of disability in employment or in the admission and access to its programs or activities. Mary Butera, Director, Office of Human Resources, 1900 Capitol Avenue, Sacramento, CA 95814-4213, has been designated to coordinate and carry out this agency's compliance with the nondiscrimination requirements of Title II of the American with Disabilities Act (ADA). Information concerning the provisions of the ADA, and the rights provided there under, are available from the ADA Coordinator.

California Relay (Telephone) Service for the Deaf or Hearing-Impaired:

From TDD phones: 1-800-342-5999  
From Voice phones: 1-800-342-5833

TDD is a Telecommunication Device for the Deaf and is reachable only from telephones equipped with a TDD device.